

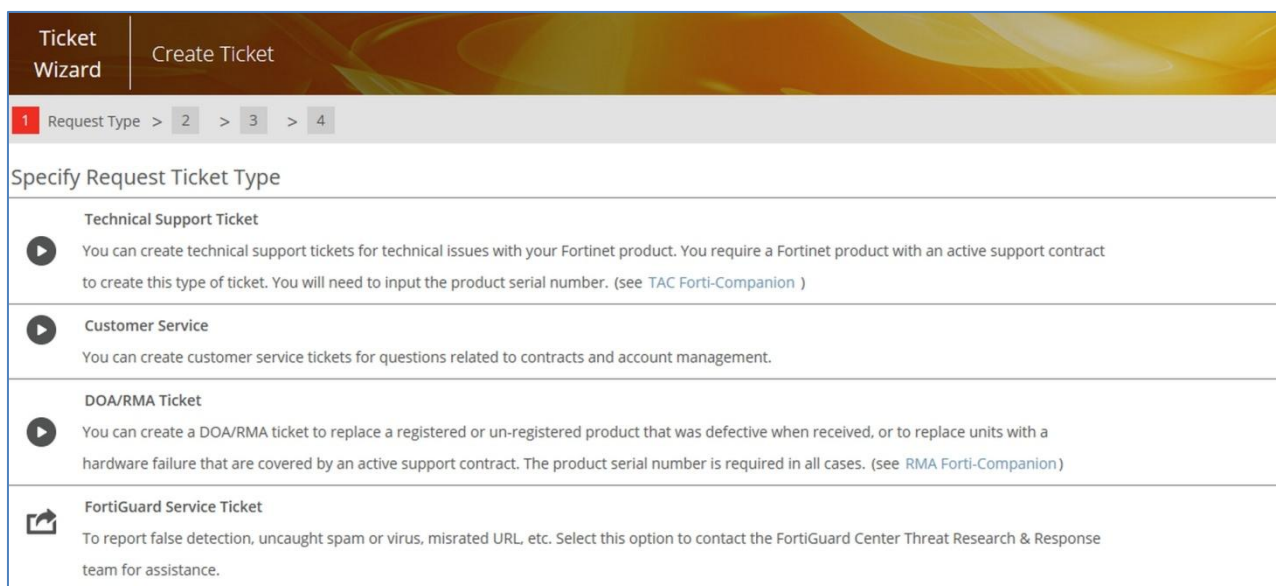


Ticket Creation Guide

TABLE OF CONTENTS

1.	INTRODUCTION	3
2.	TECHNICAL ASSISTANCE REQUEST	4
3.	CUSTOMER SERVICE REQUEST	6
4.	DEAD ON ARRIVAL (DOA) / RMA CLAIM	8
5.	MONITOR THE PROGRESS OF A DOA CLAIM / RMA REQUEST	11

1. Introduction



Ticket Wizard | Create Ticket

1 Request Type > 2 > 3 > 4

Specify Request Ticket Type

- Technical Support Ticket**
You can create technical support tickets for technical issues with your Fortinet product. You require a Fortinet product with an active support contract to create this type of ticket. You will need to input the product serial number. (see [TAC Forti-Companion](#))
- Customer Service**
You can create customer service tickets for questions related to contracts and account management.
- DOA/RMA Ticket**
You can create a DOA/RMA ticket to replace a registered or un-registered product that was defective when received, or to replace units with a hardware failure that are covered by an active support contract. The product serial number is required in all cases. (see [RMA Forti-Companion](#))
- FortiGuard Service Ticket**
To report false detection, uncaught spam or virus, misrated URL, etc. Select this option to contact the FortiGuard Center Threat Research & Response team for assistance.

To create a ticket you will be asked to select the type of request. Below is a description for each type:

Technical Assistance

The *Technical Support team* is staffed by engineers who have experience in the networking and security industries. They are trained to resolve product and network integration issues. The Technical Support team interfaces with the Fortinet engineering organization to ensure that bug fixes are addressed promptly.

Customer Service

The *Customer Service Team* is composed of customer service specialists who are responsible for entitlement, contracts and the resolution of product registration issues.

Dead on Arrival / RMA

A unit is classified as DOA (Dead on Arrival) if a defect is reported within the first 30 days after product registration but no later than 120 days after original shipment from Fortinet to the distributor.

A replacement unit will be a new unit.

Fortinet provides efficient and reliable replacement services for its products that may require repair during or beyond the product's warranty period.

After the type of ticket is selected, please refer to the corresponding section for step by step instructions to ticket creation.


2. Technical Assistance request


1. Serial number


Technical Support Ticket

You can create technical support tickets for technical issues with your Fortinet product. You require a Fortinet product with an active support contract to create this type of ticket. You will need to input the product serial number. (see [TAC Forti-Companion](#))

Serial Number:*

 **Submit Ticket**

 **Start Web Chat**
You can talk to our engineers via online web chat for general technical questions that do not require extensive troubleshooting.

 **Search our Knowledge Base**
You can search our Knowledge Base for answers to many common questions in the use of Fortinet products.

A serial number registered and under valid support coverage is required in order to receive Technical Assistance. The serial number must correspond to the product that Fortinet will be troubleshooting for the reported defect.

After typing the first 3 characters of the serial number, the system will propose a list of serial number from your own registered products, if any.

Enter or select a serial number, then click Go.

2. Contact information

Contact Information

Name:*

Email:* ?

Telephone:

Mobile Phone:

This information shall be used by the *Technical Support team* in case they need to contact you. The fields are pre-filled with your profile information. Please ensure the information is correct and don't forget to indicate the country code when typing the Telephone and Mobile phone information.

3. Problem description

Ticket Information

Title:*

Product Type:*

Category:*

S/W Version:*

Patch:*

Ticket Priority:* ☐ P3 ☒ P4 ?

- The Title should be a very brief description of your request.
- The Product Type is auto-detected from the serial number.
- The Category should match the feature or software component that is related to your request.
- The Ticket Priority determines initial response, reporting interval and notification schedule.

In case of P1 or P2 request, continue with the ticket creation set as P3 and then telephone your regional

Although Fortinet has attempted to provide accurate information in these materials, Fortinet assumes no legal responsibility for the accuracy or completeness of the information. Please note that no Fortinet statements herein constitute or contain any guarantee, warranty or legally binding representation. All materials contained within this publication are subject to change, modify, transfer or otherwise revise this publication without notice.

Support Center with your ticket number in order to increase the priority.
You may click on the question mark to view the priority definitions.

Then continue with your ticket creation by adding a detailed description of the problem in the text field below. In order for Fortinet Technical Support to provide you with the optimum level of service, we request that the following information be provided:

- A problem description
- Relevant background information (Has the configuration worked in the past? Is this a new configuration? Have any changes been made recently to the Fortinet device or application or on the network?)
- A network diagram with the IP addressing clearly indicated
- Configuration file(s)
- Debug log(s)
- A description and the results of your troubleshooting steps

Add Comment

In order for Fortinet Technical Support to provide you with the optimum level of service, we request that the following information be provided:

1. A problem description
2. Relevant background information (Has the configuration worked in the past? Is this a new configuration? Have any changes been made recently to the Fortinet device or application or on the network?)
3. A network diagram with the IP addressing clearly indicated
4. Configuration file(s)
5. Debug log(s)
6. A description and the results of your troubleshooting steps

In case additional documents (debug file, screen shots ...) could help the *Technical Support team* addressing your request, please attach the files using the section below. Note that more files can also be attached after the ticket is created.

Attachments

No file selected.

No file selected.

No file selected.

Note: The combined size of all attachments must not exceed 4MB.

Once above steps are completed, click Next to create the ticket.

4. Retrieve your ticket number


Right after ticket creation, a confirmation page will indicate your ticket number. The ticket number (1031759 in below example) is the reference to quote for any follow up with Fortinet.

Completed


Your ticket has been created successfully, the ticket number is: 1031759. Please use this number to track your ticket status.

We thank you for choosing Fortinet products, our support team will work on your case and you will be notified for our progresses.


3. Customer Service request



Customer Service
You can create customer service tickets for questions related to contracts and account management.



Submit Ticket



Start Web Chat
You can talk to our customer service representatives via online web chat.

Click Submit Ticket in order to create a ticket with Fortinet Customer Service.

1. Serial Number

Specify Ticket Information

Serial Number: ?

A serial number is not necessary in order to raise a Customer Service request. However, should your request be related to a specific serial number, then it is recommended to indicate the 16 characters in the text field above. Note that after typing the first 3 characters of the serial number, the system will propose a list of serial number from your own registered products, if any.

2. Contact Information

Contact Information

Name:*

Email:* ?

Telephone:

Mobile Phone:

This information shall be used by the *Customer Service Team* in case they need to contact you. The fields are pre-filled with your profile information. Please ensure the information is correct and don't forget to indicate the country code when typing the Telephone and Mobile phone information.

3. Problem description

Ticket Information

Title:*

Category:*

Previous

Next

The Title and Category should be a brief description of your request. Then continue with your ticket creation by adding a detailed description of the problem in the text field below.

The pre-filled text indicates the important information that should be mentioned along with ticket creation.

Add Comment

In order for our Customer Service team to provide you with the optimum level of support, we request that the following information be provided:
1. Product serial number(s)
2. Support contract or license number (if any)
3. Account ID (email) if an additional account is concerned
4. A description of your requirement

...

Attachments

Browse...

No file selected.

Browse...

No file selected.

Browse...

No file selected.

Note: The combined size of all attachments must not exceed 4MB.

Previous

Next

In case additional documents (Contract file, screen shots ...) could help the *Customer Service Team* addressing your request, please attach the files using the section below. Note that more files can also be attached after the ticket is created.

Once above steps are completed, click Next to create the ticket.

4. Retrieve your ticket number

Right after ticket creation, a confirmation page will indicate your ticket number. The ticket number (1031759 in below example) is the reference to quote for any follow up with Fortinet.

Completed

Your ticket has been created successfully, the ticket number is: 1031759. Please use this number to track your ticket status.
We thank you for choosing Fortinet products, our support team will work on your case and you will be notified for our progresses.

4. Dead on Arrival (DOA) / RMA claim

1. Serial Number

DOA/RMA Ticket

You can create a DOA/RMA ticket to replace a registered or un-registered product that was defective when received, or to replace units with a hardware failure that are covered by an active support contract. The product serial number is required in all cases. (see [RMA Forti-Companion](#))

Serial Number:*

?

A serial number (16 characters) is required in order to request a DOA or RMA hardware replacement. The serial number can either be:

- Unregistered or registered and within the DOA policy period, or
- Registered and covered by an active support contract.

In all cases, the serial number must correspond to the product that has the reported defect. If the DOA/RMA claim concerns an accessory (power supply, hard drive etc) then the ticket should be created using the serial number of the specific product, and the details of the required accessory should be entered in the ticket problem description.

Note that after typing the first 3 characters, the system will propose a list of serial numbers from your registered products,.

Then click Go.

2. Contact Information and Ticket Information

This information shall be used by the *RMA Team* in case they need to contact you. The fields are pre-filled with your profile information. Please ensure the contact information is correct and don't forget to indicate the country code when typing a Telephone number.

Contact Information

Name:*

Email:* ?

Telephone:

Mobile Phone:

Ticket Information

Title:*

Product Type:*

Category:*

- The Title should be a very brief description of your request.
- The Product Type is auto-detected from the serial number.
- The Category should be set to Hardware

3. Online RMA Form

Shipping & Billing Information	
Ship to	Bill to <input checked="" type="checkbox"/> same as 'Ship to:'
Contact Name: *	Contact Name: *
Company Name: *	Company Name: *
Street Address: *	Street Address: *
City: *	City: *
Country: *	Country: *
State/Province:	State/Province:
PostCode: *	PostCode: *
Email: *	Email: *
Phone: *	Phone: *
Fax:	Fax:
<small>*The Ship To information will be used by Fortinet to ship your replacement product once approved, and by the freight forwarder for delivery. *The Bill To information is required if different from the shipment address. Should the Customer fail to return the defective unit, this information may be used. *Refer to the FortiCare Terms & Conditions available on the Home page for further details.</small>	
Defective product information	
Is the unit used in a HA / cluster configuration? *	
For RAID system, indicate capacity per HDD:	
For FGT-3000 and FGT-3600 models, indicate the number of LX ports:	
Previous	Next

In order to proceed with your hardware replacement, this form should be completed.

For any of the questions related to your defective product, choose *I don't know* from the drop-down menus if you are not comfortable with providing an answer.

Then click Next to continue with the ticket creation.

4. Problem description

Add Comment
<p>In order for Fortinet Technical Services to provide you with the optimum level of support, we request that the following information be provided:</p> <ol style="list-style-type: none">1. A description of the problem experienced with the unit2. The results of the hardware troubleshooting tests described at http://emea.fortinet.net/fortinet/troubleShooting.php3. A description and the quantity of the defective accessories, if any

Continue with your ticket creation by adding a detailed description of the problem in the text field below. The pre-filled text indicates important information related to hardware troubleshooting.

In case additional documents (Contract file, screen shots ...) could help the *RMA Team* to address your request, please attach the files using the section below. Note that files can also be attached after the ticket is created.

Once above steps are completed, click Submit Ticket to create the ticket.

Attachments

Browse...

No file selected.

Browse...

No file selected.

Browse...

No file selected.

Note: The combined size of all attachments must not exceed 4MB.

Previous

Next

5. Retrieve your ticket number

Right after ticket creation, a confirmation page will indicate your ticket number. The ticket number (example 1031759 as below) is the reference to quote for any follow up with Fortinet.

Completed

Your ticket has been created successfully, the ticket number is: 1031759. Please use this number to track your ticket status.

We thank you for choosing Fortinet products, our support team will work on your case and you will be notified for our progresses.

5. Monitor the progress of a DOA claim / RMA request

When your request is approved for replacement, new fields will appear in the tickets to help you track the progress of the replacement.

1. RMA Status & Approval date

The RMA status is initially set to **Pending Approval**, it is then change to **Approved, in progress** or **Rejected**. In case it is approved, the **Approval date** will reflect the date of approval.

2. Shipping & Billing information

The information is the same as the one confirmed earlier in the ticket creation process.

3. Defective product information

The information is the same as the one confirmed earlier in the ticket creation process.

4. Failure information

Failure code field will indicate whether the unit is entitled for DOA, RMA or is not entitled.

Error code field will reflect the defect category of the defective unit.

RMA type is used for Fortinet internal tracking.

5. Replacement product information

Serial Number is the serial number of the unit that is being shipped as a replacement.

Ship date is the date when the shipment of the replacement unit is made.

Tracking # is the tracking number for the replacement unit shipment.

Additional details may contain further comments with regards to the replacement unit shipment.

Pro forma invoice is a copy of the pro forma invoice. This document may be requested by the freight forwarder for Customs clearance.

6. Return instructions

Items to be returned will either be unit only, unit + accessories or accessories only. It describes the scope of items that should be returned to Fortinet.

Unit indicates the serial number of the unit that should be returned to Fortinet. The unit should not be returned if above field indicates accessories only.

Accessories indicate the type and quantity of accessories to be returned, if any.

RMA Center is the name of the Fortinet logistic center where the defective items should be returned.

Shipping instructions is a document available for download that contains all necessary instructions for returning defective items to Fortinet.

Prepaid return label is available only for scenario where Fortinet handles the return shipment fees. The label will be available as a file to download.

7. Print RMA form

A paper copy of the RMA information can be printed via the **Print RMA Form** button. Please note that a paper copy of this form should be included in every shipment.



GLOBAL HEADQUARTERS

Fortinet Incorporated
899 Kifer Road, Sunnyvale, CA 94086 USA
Tel +1-408-235-7700
www.fortinet.com/sales

EMEA SALES OFFICE - FRANCE

Fortinet Incorporated
120 Rue Albert Caquot,
06560 Sophia Antipolis, France
Tel +33-4-8987-0500

APAC SALES OFFICE - SINGAPORE

Fortinet Incorporated
300 Beach Road 20-01
The Concourse, Singapore 199555
Tel +65 6395 2788

Although Fortinet has attempted to provide accurate information in these materials, Fortinet assumes no legal responsibility for the accuracy or completeness of the information. Please note that no Fortinet statements herein constitute or contain any guarantee, warranty or legally binding representation. All materials contained within this publication are subject to change, modify, transfer or otherwise revise this publication without notice.
